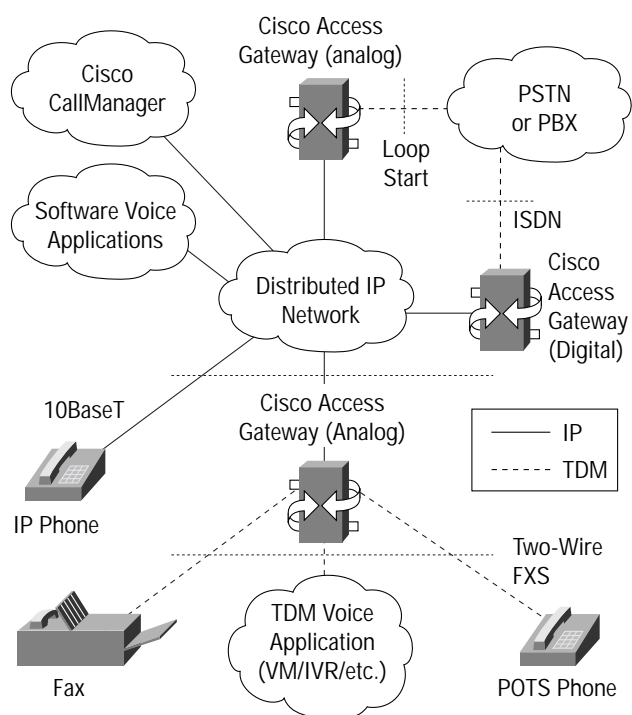# Cisco CallManager

The Cisco CallManager (CCM) is the primary software application that extends enterprise telephony features and functions to enterprise packet telephony network devices. CCM is installed to a server class PC and provides basic call processing, signaling and connection services to configured devices including IP phones and soft-phones, Voice over IP gateways, software applications and other devices. A depiction of the Cisco CallManager's place within the network topology is provided in the figure below.

Delivered with the CallManager software is an optional suite of integrated voice applications that perform basic voice messaging, soft-phone, voice conferencing, manual attendant console, click-to-call and other functions. In addition, a Windows Telephony Applications Programming Interface (TAPI) is available for third-part applications development. The salient feature of all of these voice applications is that no voice processing hardware is required.

Supplementary and enhanced services such as hold, transfer, forward, conference, multiple line appearances, automatic route selection, speed dial, last-number redial, and other features are extended by Cisco CallManager to IP phones and gateways, configured in the database. Because Cisco CallManager is a software application, enhancement to CallManager is a simple matter of upgrading software, thereby avoiding expensive hardware upgrade costs. Further, CallManager configuration allows all phones, gateways and applications to be distributed across a routable IP network, providing a single, distributed, virtual telephony network.

Cisco CallManager is installed to one or more Windows NT servers. Microsoft Internet Information Server (IIS) is installed to the Cisco CallManager server to provide a browsable interface to the Cisco CallManager configuration database. Any user with appropriate access privileges on the IIS can administer the CallManager through a Web browser. HTML-based online help is also available for users and administrators.

The Cisco CallManager provides redundancy through automated failover of gateways and phones to a secondary CallManager server. Currently, the CallManager scales to a single server. The base CallManager architecture allows a natural progression in the near future toward a scalable network of multiple, redundant CallManager servers with inter-CallManager feature transparency. This architecture provides solutions for small, medium, and large telephony networks. The result is a bottom-line reduction in total cost of ownership over traditional enterprise telephony networks while enterprise telephony network capabilities are extended well beyond those of traditional PBX.

CISCO SYSTEMS

Cisco CallManager software is packaged as follows:

• Cisco CallManager Software Package consisting of:

• CD-ROM #1—with Cisco CallManager software

• CD-ROM #2—with Cisco integrated voice applications

• Hardcopy installation document (Requires separate
  purchase of Cisco CallManager station licenses for
  each phone)

Current software-only voice applications include:

• Cisco Valet—voice messaging and personal call flow agent

• Cisco VirtualPhone—PC-based phone

• Cisco ConferenceBridge—multiparty specific and meet-me
  voice conferencing application

• Cisco ActivePhoneBook—a browsable directory with
  click-to-call function

• Cisco ManualAttendant—browsable manual attendant
  console application

• Cisco SMDI interface—an EIA/TIA-232C interface to
  legacy time-driven multiplexing (TDM)-voice messaging
  systems for message waiting indication

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